



Incident Report

Sharedband Service outage London 18th Jan 2018

Preliminary Report

Executive Summary

On the 18th January at 17:30, Sharedband experienced a partial outage affecting all services hosted in London.

The outage was caused by an upstream network provider experiencing network routing problems. This resulted in some networks not being able to reach Sharedband.

The provider eventually rebooted their equipment and services were restored at 18:15.

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Incident Details

On the 18th January at 17:30, Sharedband experienced a partial outage affecting all services in London. Sharedband's monitoring alerted engineers who proceeded to investigate.

Upon investigation, it was found that the routing protocol adjacency to the primary upstream network provider was down. Normally this would cause traffic to Sharedband's network to route via alternative network paths, however, it was found that the upstream provider was still advertising that Sharedband's network was reachable via their network. This resulted in traffic to Sharedband being back-holed in their network.

At 18:05 the provider had remote data centre engineers reboot their primary switch and network connectivity to Sharedband restored by 18:15.

Root Cause Analysis

Sharedband are still waiting for an Incident Report from the network provider to understand why the routing protocol adjacency went down and why Sharedband's ip addresses were still being advertised by the provider even though there was no network reachability to Sharedband due to the routing protocol failure.

An updated Incident Report will be made available once the information has been made available.

Mitigation

Sharedband engineers will work with the upstream provider to ensure that routing convergence happens as expected in failure scenarios.